

Information for Patients and Carers – Jan 2009

When trying to find services your GP or practice nurse are often the first people you ask for help. Here is a brief introduction to other sources of help and advice.

District Nurses. If you need help with nursing at home, dressing wounds or ulcers, diabetic care etc. Ask your GP for more information.

Community nurse for older people. Can help you find the right combination of support to stay well and continue to live independently in your own home. Ask your GP or district nurse (DN) to refer you.

Specialist falls nurse. Falls can shake your confidence. There is a specialist nurse who can come and make an assessment at home to prevent further accidents. Referral from your GP or DN.

Community matron. Patients who are frequently admitted to hospital can be referred to the matron who will visit them regularly at home to try and prevent problems before they arise. Referral from GP or DN.

Rapid response/intermediate care. Can sometimes provide short term nursing at home or a temporary nursing home bed to prevent admission to hospital.

Care direct – 0800 000444. When you need to arrange help with washing, dressing, meals on wheels etc. Help can also be sought from private agencies – look in the Yellow Pages.

North Bristol advice centre. If you need help with your finances you may be entitled to disability living allowance, attendance allowance or income support. If you are having difficulty with the application forms their welfare rights worker may be able to help you. You can make an appointment to see her at Sea Mills surgery by calling 0117 9515751.

Bristol City Council. If you are caring for a patient with dementia or if you have had to adapt a room in your house for their use you are entitled to a reduction in your council tax. Call 0117 9222000 for further information.

Respite. If you need someone to take your place for a few hours while you take a break, go to the shops, to see the Dr yourself etc Crossroads can help or in the case of patients with dementia, the Bristol Dementia Care Trust on 0117 9235773.

Carers. You are entitled to a “carers assessment” from social services to make sure your needs are being met. You are also entitled to a flu jab. There is also help and support available from the Princess Royal Trust for Carers on 0117 9652200.

Much more information is available in the carers pack available from reception.